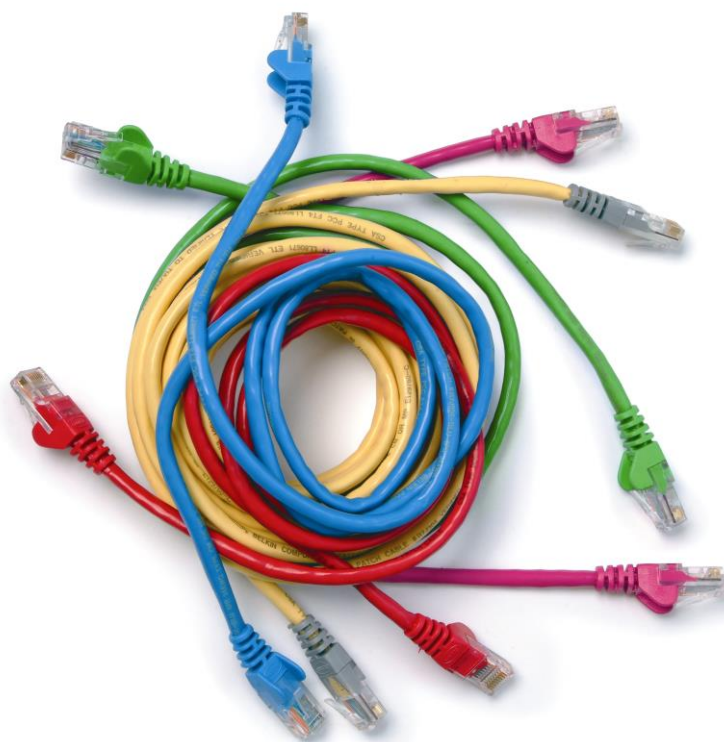


Level 1 Certificate in ICT Professional Competence (4520-01)

Qualification handbook
501/1671/X

www.cityandguilds.com
June 2011
Version 5.0 (November 2015)



About City & Guilds

As the UK's leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. We offer over 500 qualifications across 28 industries through 8500 centres worldwide and award around two million certificates every year. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

City & Guilds Group

The City & Guilds Group operates from three major hubs: London (servicing Europe, the Caribbean and Americas), Johannesburg (servicing Africa), and Singapore (servicing Asia, Australia and New Zealand). The Group also includes the Institute of Leadership & Management (management and leadership qualifications), City & Guilds Land Based Services (land-based qualifications), the Centre for Skills Development (CSD works to improve the policy and practice of vocational education and training worldwide) and Learning Assistant (an online e-portfolio).

Equal opportunities

City & Guilds fully supports the principle of equal opportunities and we are committed to satisfying this principle in all our activities and published material. A copy of our equal opportunities policy statement is available on our website.

Copyright

The content of this document is, unless otherwise indicated, © The City and Guilds of London Institute and may not be copied, reproduced or distributed without prior written consent.

However, approved City & Guilds centres and candidates studying for City & Guilds qualifications may photocopy this document free of charge and/or include a PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching candidates working towards a City & Guilds qualification, or for internal administration purposes
- candidates may copy the material only for their own use when working towards a City & Guilds qualification

The *Standard Copying Conditions* (which can be found on our website) also apply.

Please note: National Occupational Standards are not © The City and Guilds of London Institute. Please check the conditions upon which they may be copied with the relevant Sector Skills Council.

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

If you have a complaint, or any suggestions for improvement about any of the services that we provide, email: **feedbackandcomplaints@cityandguilds.com**

City & Guilds

1 Giltspur Street

London EC1A 9DD

F +44 (0)20 7294 2413

www.cityandguilds.com

centresupport@cityandguilds.com

Level 1 Certificate in ICT Professional Competence (4520-01)

Qualification handbook

Version and date	Change detail	Section
3.0 November 2011	Amend rules of combination	Rules of combination
4.0 March 2013	Credit value for units 109 and 114 amended.	Rules of combination
4.1 November 2014	Title amended	Rules of combination
5 November 2015	Units added 604-607, 617-629. QCF references removed	Rules of combination

City & Guilds
Skills for a brighter future



www.cityandguilds.com

Contents

1	About this document	5
2	About the qualification	6
2.1	Aims of the qualification	6
2.2	Rules of combination	7
2.3	Sources of information and assistance	11
3	Learner entry and progression	13
4	Centre requirements	15
4.1	Centre, qualification and fast track approval	15
4.2	Resource requirements	16
4.3	Administration, registration and certification	18
4.4	Quality assurance	19
5	Course design and delivery	20
5.1	Initial assessment and induction	20
5.2	Recommended delivery strategies	21
5.3	Data protection, confidentiality and legal requirements	22
6	Relationships to other qualifications	23
6.1	Links to National Occupational Standards/other qualifications	23
7	Assessment	26
7.1	Evidence requirements	26
7.2	Observed performance and products of performance	27
7.3	Recording forms	28
8	Units	29
8.1	About the units	29
Appendix 1	Sources of information about level accreditation, qualification and credit frameworks and level descriptors	30
Appendix 2	Obtaining centre and qualification approval	30

City & Guilds
Skills for a brighter future



www.cityandguilds.com

1 About this document

This document contains the information that centres need to offer the following Certificate:

Level 1 Certificate in ICT Professional Competence (4520-01)

Ofqual accreditation number **501/1671/X**

This document includes details and guidance on:

- centre resource requirements
- learner entry requirements
- unit information and rules of combination
- information about links with, and progression to, other qualifications
- assessment requirements.

2 About the qualification

2.1 Aims of the qualification

Accreditation details

This qualification is accredited by the Office of Qualifications and Examinations Regulation at Level .

The City & Guilds Certificate in Professional Competence for ICT Professionals combines competence based National Occupational Standards (NOS) units with the opportunity to complete a broader set of industry recognised certifications, such as Microsoft and Cisco qualifications and systems and principles units from the expert in vocational qualifications, City & Guilds

This handbook contains a list of the units that make up the Level 1 Certificate in ICT Professional Competence.

The aims of this qualification are to:

- meet the needs of learners who work or want to work in the IT and Telecoms sector as Database Administrators, Internet/Web Professionals, IT Product Developers, IT Technical Sales Specialist, IT Trainers, Multimedia Designers, Network Managers, Office Equipment Service Technicians, Software Developer/Programmers, Systems Analysts and Telecommunications Technicians
- allow learners to learn, develop and practise the skills required for employment and/or career progression in the IT and Telecoms sector
- contribute to achieving the competence required to follow a career as either a Telecoms or IT Professional, whilst containing additional skills and knowledge which go beyond the scope of the NOS.

2 About the qualification

2.2 Rules of combination

Rules of combination are used to define the structure of qualifications. The rules of combination specify the credits which must be achieved through a particular combination of units to gain a full qualification.

This section provides information about the full qualification which may be awarded to learners successfully completing the required rules of combination as shown below:

To achieve the **Level 1 Certificate in ICT Professional Competence**, learners must achieve:

24 credits from (100-103, 106-111, 113-114, 171-180,186-188, 190-191, 201, 203-206, 208-217, 219-225, 229-230, 232, 237-243,252-258, 271-281, 288, 604-607, 617-629)

6 credits from (100 and 102)

a minimum of **8** credits from (101, 103, 106-111, 113-114, 171-180, 188, 604-607, 617-629)

a maximum of **1** unit from (101, 103, 201, 203)

a maximum of **4** credits from (171-180, 188, 271-280, 288)

Please note: Only the highest value in any subject matter can count towards this qualification.

The **mandatory units must be achieved using workplace evidence**. Optional units can be achieved using other assessment methodologies.

The units and credit values assigned are shown in the table below.

Unit	Unit title	Credit value
100	Level 1 Improving productivity using IT	3
101	Level 1 Customer care in ICT	6
102	Level 1 Health and Safety in ICT	3
103	Level 1 Interpersonal and written communication	3
106	Level 1 Remote support for products or services	6
107	Level 1 Security of ICT system	3
108	Level 1 Software installation and upgrade	6
109	Level 1 System operation	6
110	Level 1 Technical advice and guidance	6
111	Level 1 Technical fault diagnosis	6
113	Level 1 Testing ICT systems	6
114	Level 1 Working with ICT hardware and equipment	6
171	Level 1 Imaging software	3
172	Level 1 Database software	3
173	Level 1 Using email	2
174	Level 1 Using the internet	3
175	Level 1 Presentation software	3

176	Level 1 Spreadsheet software	3
177	Level 1 Website software	3
178	Level 1 Word processing software	3
179	Level 1 Desktop publishing software	3
180	Level 1 Design software	3
186	Level 1 CompTIA Strata Fundamentals of IT Technology	10
187	Level 1 CompTIA Strata Fundamentals of PC Functionality	10
188	Level 1 IT Software Fundamentals	3
190	Level 1 Dismantle, assemble, install and maintain a Desktop computing system	4
191	Level 1 Fundamentals of computing and customer care	5
201	Level 2 Customer care in ICT	9
203	Level 2 Interpersonal and written communication	9
204	Level 2 Develop own effectiveness and professionalism	6
205	Level 2 Introduction to IT systems development	6
206	Level 2 Remote support for products and services	9
208	Level 2 Software installation and upgrade	9
209	Level 2 ICT system operation	9
210	Level 2 Technical advice and guidance	9
211	Level 2 Technical fault diagnosis	9
212	Level 2 IT Project management	4
213	Level 2 Testing ICT systems	9
214	Level 2 Working with ICT hardware and equipment	9
215	Level 2 Computer games development	4
216	Level 2 Data modelling	6
217	Level 2 System management	6
219	Level 2 User profile administration	6
220	Level 2 Creating an object orientated computer program using C++	7
221	Level 2 Creating a procedural computer program	7
222	Level 2 Creating an event driven computer program using Visual Basic	7
223	Level 2 Creating an event driven computer program using Java	7
224	Level 2 Creating an event driven computer program using C#	7
225	Level 2 Creating an event driven computer program using VisualBasic.net	7
229	Level 2 CompTIA A+ Essentials (2009)	10
230	Level 2 CompTIA A+ Practical application	10
232	Level 2 CISCO IT Essentials part 1	10
237	Level 2 70-271 Supporting users and troubleshooting a Microsoft XP operating system	9
238	Level 2 70-272 Supporting users and troubleshooting desktop applications on a Windows XP operating system	9
239	Level 2 MS 70-620 Configuring Windows Vista client	9

240	Level 2 MS 70-622 Supporting and troubleshooting applications on a Windows Vista client for Enterprise Support Technicians	9
241	Level 2 MS 70-623 Supporting and troubleshooting applications on a Windows Vista client for Consumer Support Technicians	9
242	Level 2 MS 70-624 Deploying and maintaining Windows Vista client and 2007 Microsoft Office system desktops	9
243	Level 2 MS 70-680 Configuring Windows 7	6
252	Level 2 MTA Software development fundamentals	10
253	Level 2 MTA Windows development fundamentals	10
254	Level 2 MTA Security fundamentals	10
255	Level 2 MTA Networking fundamentals	10
256	Level 2 MTA Windows server administration fundamentals	10
257	Level 2 MTA Database administration fundamentals	10
258	Level 2 MTA Web development fundamentals	10
271	Level 2 Imaging software	4
272	Level 2 Database software	4
273	Level 2 Using email	3
274	Level 2 Using the internet	4
275	Level 2 Presentation software	4
276	Level 2 Spreadsheet software	4
277	Level 2 Website software	4
278	Level 2 Word processing software	4
279	Level 2 Desktop publishing software	4
280	Level 2 Design software	4
281	Level 2 Cisco Passport 21 Aspire Fundamentals	10
288	Level 2 IT Software Fundamentals	3
604	Level 1 Practical fundamentals of ICT	9
605	Level 1 Fundamentals of IT technology	7
606	Level 2 Principles and concepts of Cloud computing	8
607	Level 2 ICT fundamentals	20
617	Level 2 Fundamentals of Windows based server administration	10
618	Level 2 Fundamentals of Database administration	8
619	Level 2 Fundamentals of Windows based operating systems	8
620	Level 2 Software development fundamentals	10
621	Level 2 Gaming development fundamentals	8
622	Level 2 HTML5 application development fundamentals	8
623	Level 2 Software testing fundamentals	8
624	Level 2 Networking fundamentals	9
625	Level 2 IT security fundamentals	8
626	Level 2 Windows development fundamentals	8
627	Level 2 Web development fundamentals	8
628	Level 2.NET fundamentals	9
629	Level 2 Mobile development fundamentals	8

Certificates of unit credit

Certificates of unit credit (CUC) will be issued to learners for each successfully completed unit. Learners who do complete the required numbers of credit will also receive a full qualification certificate.

2 About the qualification

2.3 Sources of information and assistance

Related publications

City & Guilds also provides the following documents relating to this qualification:

Publication	Available from
Level 1, 2, 3 & 4 unit handbook (4520-01, 02, 03 & 04)	www.cityandguilds.com
Fast track approval forms	www.cityandguilds.com
Level 2 Professional Competence handbook (4520-02)	www.cityandguilds.com
Level 3 Professional Competence handbook (4520-03)	www.cityandguilds.com
Level 4 Professional Competence handbook (4520-04)	www.cityandguilds.com

Other essential City & Guilds documents

There are other City & Guilds documents which contain general information on City & Guilds qualifications:

Centre Manual - Supporting Customer Excellence contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification, as well as updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document includes sections on:

- The centre and qualification approval process
- Assessment, internal quality assurance and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Management systems
- Maintaining records
- Assessment
- Internal quality assurance
- External quality assurance.

Access to Assessment & Qualifications provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information such on such things as:

- **Walled Garden:** how to register and certificate candidates on line
- **Events:** dates and information on the latest Centre events
- **Online assessment:** information on how to register for GOLA/e-volve assessments.

3 Learner entry and progression

Learner entry requirements

Learners should not be entered for a qualification of the same type, content and level as that of a qualification they already hold.

There are no formal entry requirements for learners undertaking this qualification. However, centres must ensure that learners have the potential and opportunity to successfully gain the qualification and some employers specify a minimum entry level.

Please see section 5 Course design and delivery, which offers guidance on initial assessment. As part of the assessment for this qualification, learners must have access to a work setting.

Skills and attributes which are relevant to information technology and telecoms occupations are

- Motivation to succeed within a career in information technology (IT)
- Willingness to learn and apply that learning in the workplace
- Ability to complete the qualifications which are part of the Apprenticeship programme
- Ability to communicate effectively with a range of people
- Enjoy being part of a team
- Problem solving abilities
- Organisation skills and can work to deadlines
- Can work logically and methodically

Age restrictions

This qualification is approved for use by learners from the age of 14.

Progression

The qualification provides knowledge and/or practical skills related to the Level 1 Certificate in ICT Professional Competence.

On completion of this qualification learners may progress into:

- Level 2 Diploma in ICT Professional Competence (4520-02)
- Level 3 Diploma in ICT Professional Competence (4520-03)
- Level 4 Diploma in ICT Professional Competence (4520-04)
- Higher Education such as Foundation Degree
- City & Guilds Higher Level Qualification for IT Practitioners (4447)
- Honours Degree such as IT Management for Business
- other non-IT sectors such as management, finance, business skills or other company/employer requirements.

Europass Certificate Supplement

A Europass Certificate Supplement can be made available for the Level 1 Certificate in ICT Professional Competence.

The Certificate Supplement is part of a European initiative called Europass which aims at facilitating mobility by making it easier to understand skills and qualifications, especially outside the issuing country.

The Certificate Supplement can be used to help learners find a job, get experience or enrol in an education or training programme abroad. It may also assist employers to identify the best applicants to work for their organisation.

The Certificate Supplement sits alongside the official certificate and is supplied by the awarding body which develops the qualification.

For more information on Europass and to download the Certificate Supplement for free, please visit **www.cityandguilds.com/europass**.

4 Centre requirements

4.1 Centre, qualification and fast track approval

Centres not yet approved by City & Guilds

To offer this qualification, new centres will need to gain both **centre and qualification approval**.

Existing City & Guilds centres

To offer this qualification, centres already approved to deliver City & Guilds qualifications will need to gain **qualification approval**.

Centres already offering City & Guilds qualifications in this subject area

Centres running the following qualifications may apply for fast track approval:

- Level 2 Diploma in ICT Professional Competence (7540-02)
- Level 3 Diploma in ICT Professional Competence (7540-03)
- Level 2 Level 2 Diploma for Software Developers (7266-22)
- Level 3 Advanced Diploma for Software Developers (7266-23)
- Level 2 (Level 2 Diploma for IT Practitioners (7266-24)
- Level 3 Advanced Diploma for IT Professionals (7266-25)
- Level 2 Diploma in ICT Systems Support (7266-26)
- Level 3 Advanced Diploma in ICT Systems Support (7266-27)
- Level 1 NVQ for IT Practitioners (4324-01)
- Level 2 NVQ for IT Practitioners (4324-02)
- Level 3 NVQ for IT Practitioners (4324-03)
- Level 4 NVQ for IT Practitioners (4324-04)

It is the centre's responsibility to check that fast track approval is still current at the time of application.

All other approvals will need to follow the **standard** Qualification Approval Process.

4 Centre requirements

4.2 Resource requirements

Physical resources

At each qualification level the mandatory units must be assessed using evidence arising from the workplace. All optional units may be assessed using evidence arising from the workplace. For all workplace assessments:

- evidence should arise naturally from workplace tasks and activities eg job sheets, work logs, contact reports etc.;
- ephemeral evidence, for example of decision taking, should be cross checked by oral questioning and backed up by brief written evidence – for example in the form of annotations or storyboards;
- the assessment of workplace performance should be as natural and efficient as possible and therefore evidence of competence should, where possible, come from work colleagues acting as 'expert witnesses'.

Centres must provide access to sufficient equipment in the centre or workplace to ensure learners have the opportunity to cover all of the practical activities.

Centres can use specially designated areas within a centre to assess, for example, the installation of specialised systems. The equipment, systems and machinery must meet industrial standards and be capable of being used under normal working conditions, for example electric motors must have a method of applying sufficient power and not be connected up to show movement.

Human resources

To meet the quality assurance criteria for this qualification, the centre must ensure that the following internal roles are undertaken:

Expert witnesses

Expert witnesses can be drawn from a wide range of people who can attest to performance in the workplace, including line managers, coaches and experienced colleagues from inside the learner's organisation or from other organisations such as customers or clients.

The expert witness can, in particular, provide evidence relating to the learner's competence:

- when working with, or supporting, specialist products, equipment or systems;
- in meeting customer requirements; and
- of working within organisational procedures.

Expert witnesses should at least:

- have a minimum of 2 years supervisory, managerial or training experience in the units for which they are providing evidence;
- demonstrate a working knowledge of the National Occupational Standards units they are attesting to; and
- demonstrate clear evidence of appropriate continuous professional development.

In addition it would be desirable for the expert witness to hold or be working towards an appropriate unit of competence in the assessment of workplace performance. If this is not the case, they should hold a post that involves responsibility for the quality of work performed by those for whom they are acting as an expert witness.

Staff delivering the qualifications

Staff delivering this qualification must be able to demonstrate that they meet the following occupational expertise requirements:

- be occupationally knowledgeable in the area for which they are delivering training. This knowledge must be at least to the same level as the training being delivered.
- have credible experience of providing training
- have at least recent relevant experience in the specific area they will be assessing
- have any relevant qualifications required to deliver in the post 16 education market.

Centre staff may undertake more than one role eg tutor and assessor or internal verifier, but must never internally verify their own assessments.

Assessors and internal verifiers

Assessors

Assessors will be appointed by approved centres to assess learner performance and judge the validity of work place assessments.

Where expert witnesses make a significant contribution to the assessment process:

- the assessor will be responsible for approving the selection of expert witnesses including evidence of occupational competence and monitoring their contribution to the assessment process; and
- a register of all accepted expert witnesses must be maintained by the centre and be subject to review as part of the external verification process.

The assessor will be responsible for making assessment judgements including for units where evidence relies extensively on expert witness testimony. The assessor will make use of appropriate expert witness testimony as part of the overall assessment of the learner. In addition the assessor must ensure that witness testimony clearly matches the level and breadth of performance described in the NOS, and this may be done, for example, by the assessor questioning the witness against the knowledge and skills specified in the NOS.

In addition to the requirements of the regulatory authorities, assessors must:

- have carried out continued professional development to familiarise themselves with current standards for assessment; and
- have relevant (IT, CT or CC) experience and occupational competence to enable them to make a valid judgement about demonstration of competence in the area they will be assessing.

Internal Verifiers

Internal verifiers will be appointed by approved centres to ensure the quality and consistency of assessments within the centre.

In addition to the requirements of the regulatory authorities, Internal Verifiers must have the relevant (IT, CT or CC) experience and occupational competence to enable them to make a valid judgement about a demonstration of competence in the area they will be verifying.

Continuing professional development (CPD)

Centres are expected to support their staff in ensuring that their knowledge of the occupational area and of best practice in delivery, mentoring, training, assessment and verification remains current, and takes account of any national or legislative developments.

4 Centre requirements

4.3 Administration, registration and certification

City & Guilds' administration

Full details of City & Guilds' administrative procedures for this qualification are provided in the *Online Catalogue*. This information includes details on:

- registration procedures
- enrolment numbers
- fees
- entry for examinations
- claiming certification.

Centres should be aware of time constraints regarding the registration and certification periods for the qualification, as specified in the City & Guilds *Online Catalogue*.

Centres must follow all administrative guidance carefully, particularly noting that fees, registration and certification end dates for the qualification are subject to change. The latest news is available on the website (www.cityandguilds.com).

Regulations for the conduct of examinations

Regulations for the conduct of examinations for online and written examinations are given in the *Centre Manual - Supporting Customer Excellence*. Centres should ensure they are familiar with all requirements prior to offering assessments.

Retaining assessment records

Centres must retain copies of learner assessment records for at least three years after certification.

Notification of results

After completion of assessment, learners will receive, via their centre, a 'notification of learner results', giving details of how they performed. It is not a certificate of achievement.

Certificates of unit credit (CUCs)

A certificate of unit credit records the successful completion of a unit. Centres can apply to City & Guilds for CUCs at any time after learners have achieved a unit. They do not need to wait until the full programme of study has been completed.

Full certificates

Full certificates are only issued to learners who have met the full requirements of the qualification, as described in section 2 Rules of combination.

4 Centre requirements

4.4 Quality assurance

This information is a summary of quality assurance requirements.

Centre Manual - Supporting Customer Excellence provides full details and guidance on:

- internal quality assurance
- external quality assurance
- roles and responsibilities of quality assurance staff.

Internal quality assurance

Approved centres must have effective quality assurance systems to ensure optimum delivery and assessment of qualifications. Quality assurance includes initial centre approval, qualification approval and the centre's own internal procedures for monitoring quality. Centres are responsible for internal quality assurance, and City & Guilds is responsible for external quality assurance.

External quality assurance

External quality assurance for the qualification will be provided by City & Guilds external verification process. External verifiers are appointed by City & Guilds to approve centres, and to monitor the assessment and internal quality assurance carried out by centres. External verification is carried out to ensure that assessment is valid and reliable, and that there is good assessment practice in centres.

To carry out their quality assurance role, external verifiers must have appropriate occupational and verifying knowledge and expertise. City & Guilds' external verifiers attend training and development designed to keep them up-to-date, facilitate standardisation between verifiers and share good practice. City & Guilds external verifiers use electronic report forms designed to provide an objective risk analysis of individual centre assessment and verification practice.

External verifiers:

External verifiers are appointed by City & Guilds to monitor and assure quality and consistency of assessments within and between centres. In addition, where expert witnesses make a significant contribution to the assessment process, the register of all accepted expert witnesses should be reviewed as part of the external verification process.

In addition to the requirements of the regulatory authorities, External Verifiers must have the relevant (IT or CT) experience and occupational competence to enable them to make a valid judgement about a demonstration of competence in the area they will be verifying.

The role of the external verifier is to:

- provide advice and support to centre staff
- ensure the quality and consistency of assessments within and between centres by the use of systematic sampling
- regularly visit centres to ensure they continue to meet the centre and qualification approval criteria
- provide feedback to centres and to City & Guilds.

5 Course design and delivery

5.1 Initial assessment and induction

Centres will need to make an initial assessment of each learner prior to the start of their programme to ensure they are entered for an appropriate type and level of qualification.

The initial assessment should identify:

- any specific training needs the learner has, and the support and guidance they may require when working towards their qualification. This is sometimes referred to as diagnostic testing.
- any units the learner has already completed, or credit they have accumulated which is relevant to the qualification they are about to begin.

City & Guilds recommends that centres provide an induction programme to ensure the learner fully understands the requirements of the qualification they will work towards, their responsibilities as a learner, and the responsibilities of the centre. It may be helpful to record the information on a learning contract.

Further guidance about initial assessment and induction, as well as a learning contract that centres may use, are available in the *Centre Manual - Supporting Customer Excellence*.

5 Course design and delivery

5.2 Recommended delivery strategies

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualification before designing a course programme.

Centres may design course programmes of study in any way that

- best meets the needs and capabilities of their learners
- satisfies the requirements of the qualification.

In particular, staff should consider the skills and knowledge related to the national occupational standards.

City & Guilds recommends that centres address the wider curriculum, where appropriate, when designing and delivering the course. Centres should also consider links to the National Occupational Standards, Key/Core/Functional Skills and other related qualifications. Relationship tables are provided in section 6 Relationships to other qualifications to assist centres with the design and delivery of the qualification.

Centres may wish to include topics as part of the course programme which will not be assessed through the qualification.

For further information to assist with the planning and development of the programme, please refer to the following:

- all mandatory units must be assessed using evidence from the workplace
- CISCO units must be assessed by the relevant CISCO test
- CompTIA units must be assessed by the relevant CompTIA test
- Microsoft units must be assessed by the relevant Microsoft test
- CIW units must be assessed by the relevant CIW test
- Linux units must be assessed by the relevant Linux Professional Institute test
- all other optional units can be assessed using other assessment methodologies, eg evidence from the workplace, simulation, Real Work Experience or contributing qualification assessment.

5 Course design and delivery

5.3 Data protection, confidentiality and legal requirements

Data protection and confidentiality

Data protection and confidentiality must not be overlooked when planning the delivery of this qualification.

Centres offering this qualification may need to provide City & Guilds with personal data for staff and learners. Guidance on data protection and the obligations of City & Guilds and centres are explained in *Centre Manual - Supporting Customer Excellence*.

It is extremely important to protect the identity of the individuals encountered by learners in the work setting, eg customers, clients and patients.

Confidential information must not be included in learner portfolios or assessment records. Confidential information should remain in its usual location, and a reference should be made to it in the portfolio or assessment records.

Images of minors being used as evidence

If videos or photographs of minors (those under 18) are used as the medium to present evidence as part of the qualification, **both centre and learner** have responsibilities for meeting child protection legislation.

Centres are responsible for informing learners of the following:

- getting permission from the minor's parent/guardian prior to collecting the evidence
- reasons and restrictions for using photographs or video recordings as evidence
- period of time for which the photographs or video recordings may be kept
- obligation to keep photographs or video recordings secure from unauthorised access
- secure electronic storage requirements of photographs or video recordings
- associated child protection legislation.

Legal requirements

There is no legislation affecting the qualification.

6 Relationships to other qualifications

6.1 Links to National Occupational Standards/other qualifications

City & Guilds has identified the connections to the NOS/previous NVQ/VRQ on the NQF. This mapping is provided as guidance and suggests areas of overlap and commonality between the qualifications. It does not imply that learners completing units in one qualification are automatically covering all of the content of the qualifications listed in the mapping.

Centres are responsible for checking the different requirements of all qualifications they are delivering and ensuring that learners meet requirements of all units/qualifications. For example, units within a qualification may be similar in content to units in other qualifications which the learner may have already undertaken and this may present opportunities for APL.

This qualification has connections to the following NQF qualifications:

- Level 2 NVQ for Communications Technologies Practitioners (3661-02)
- Level 2 Certificate in Communications Cabling (3666)
- Level 1 NVQ for IT Practitioners (4324-01)
- Level 2 NVQ for IT Practitioners (4324-02)
- Level 2 Diploma for Software Developers (7266-22)
- Level 2 Diploma in ICT Systems Support (7266-26)
- Level 2 Diploma for ICT Practitioners (7266-24)
- Level 3 NVQ for Communications Technologies Professionals (3661-03)
- Level 3 Diploma in ICT Communications Systems (3662-03)
- Level 3 Diploma in Designing and Planning Communications Networks (3663-03)
- Level 3 NVQ for IT Professionals (4324-03)
- Level 3 Advanced Diploma for IT Professionals (7266-25 and 7266-29)
- Level 3 Advanced Diploma in ICT Systems Support (7266-27)

This qualification has connections to the following qualifications:

- Level 2 Diploma in ICT Professional Competence (7540-02)
- Level 3 Diploma in ICT Professional Competence (7540-03)
- Level 1 Certificate for IT Users (ITQ) (7541-01)
- Level 2 Certificate for IT Users (ITQ) (7541-02)
- ITQ Level 1 for IT users (7574-01)
- ITQ Level 2 for IT users (7574-02)
- Level 2 Award in Communications Cabling (3667-02)
- Level 1 IT Systems Support (7276-11)

Contacting the Sector Skills Council

Name of SSC e-skills UK
Address 1 Castle Lane
London
SW1E 6DR
Telephone 0207 963 8920
Fax 0207 592 9138
e-mail info@e-skills.com
URL www.e-skills.com

Vendor units

These units were developed by a variety of vendors and centres wanting to offer these units must adhere to the guidelines provided by each organisation. Contact details for these organisations are as follows:

Contacting CISCO

Name of Vendor Cisco Systems Ltd
Address 11 New Square
Bedfont Lakes
Feltham
TW14 8HA
United Kingdom
Telephone +44 (0)20 8824 1000
Fax +44 (0)20 8824 1001
URL **www.cisco.com/web/learning/netacad**

Contacting CompTIA

Name of Vendor CompTIA
Address 5th Floor, City Tower
40 Basinghall Street
London, EC2V 5DE
Telephone +44 (0) 20 7330 6060
Fax +44 (0) 20 7330 6061
e-mail **info_uk@comptia.org**
URL **http://uk.comptia.org**

Contacting Microsoft

Name of Vendor Microsoft Ltd
Address Microsoft Campus
Reading
RG6 1WG
Telephone +44 (0)870 60 10 100
Fax +44 (0)870 60 20 100
URL **www.microsoft.com**

Contacting CIW

Name of Vendor CIW (Certified Internet Web Professional)
Telephone +353 (0) 61 230118
URL **ciwcustservice@CIWcertified.com**

Accreditation of prior learning and experience (APEL)

Accreditation of Prior Learning (APL) and Accreditation of Prior Experience and Learning (APEL) recognise the contribution a person's previous experience could contribute to a qualification.

All existing NVQ achievements can be used as APA against the NOS-based units as the standards have not been changed in any way for these units.

7 Assessment

7.1 Evidence requirements

Evidence requirements

All **mandatory units must be assessed in the workplace** but optional units can be assessed through a wider variety of assessment methods. **Occupational competence** can be **assessed in the workplace by managers, coaches or external assessors**.

Usually you can find evidence of your learners' performance from assessor observation and/or testimony from an expert witness of the learner carrying out activities in the workplace.

Optional units can be assessed using assessments from contributing qualifications such as e-Quals 07.

What can be accepted as evidence?

Learners can draw on past experience to provide evidence as well as collecting evidence from their current job. The potential sources and what is acceptable as evidence follow.

Background evidence

Copies of CVs, previous or current job descriptions, any previous certificates which relate to this award. Learners can also include performance evidence from previous experiences and achievements.

- CV
- Job descriptions
- Certificates
- Records of achievement
- Accounts of experience
- Case studies or projects from previous work
- Licences
- Records of courses attended
- Staff appraisals
- Products
- Endorsements
- Employer references

7 Assessment

7.2 Observed performance and products of performance

Work is a natural source of evidence. Often there are products from the assessed activity which should be retained as a valuable source of evidence, for example:

Letters relating to work	Completed Forms
Job Sheets	Plans
Diaries	Completed projects, case studies or assignments that are part of your work
Finished or end products	Witness statements about your work
Contact with clients	Memos and reports
Logbooks	Checklists
Tape recordings	Visual aids/photographs/videos
Authenticated reports from appropriate personnel, e.g. line managers	Staff appraisals
References received	Witness Statements from clients

Supplementary evidence

Where it is not possible to gain sufficient performance evidence through direct observation of work activities or products of this work, it will be necessary for you to ask for supplementary evidence.

This could be by asking for the learner to:

- answer oral or written questions
- attend an interview
- complete written tests
- provide a written personal account of competence to support other evidence

7 Assessment

7.3 Recording forms

Learners and centres may decide to use a paper -based or electronic method of recording evidence.

City & Guilds endorses several e-Portfolio systems. Further details are available at **www.cityandguilds.com/eportfolios**.

City & Guilds has developed a set of *Recording forms* including examples of completed forms, for new and existing centres to use as appropriate. **Recording forms** are available on the City & Guilds website.

Although it is expected that new centres will use these forms, centres may devise or customise alternative forms, which must be approved for use by the external verifier, before they are used by learners and assessors at the centre.

Amendable (MS Word) versions of the forms are available on the City & Guilds website.

8 Units

8.1 About the units

Availability of units

The units for this qualification are available to download from the 4520 All Units handbook which can be found under the key documentation section of the City & Guilds website pages for 4520.

Appendix 1 Sources of information about level accreditation, qualification and credit frameworks and level descriptors

Appendix 2 Obtaining centre and qualification approval

Only approved organisations can offer City & Guilds qualifications. Organisations approved by City & Guilds are referred to as **centres**.

Centres must meet a set of quality criteria including:

- provision of adequate physical and human resources
- clear management information systems
- effective assessment and quality assurance procedures including learner support and reliable recording systems.

An organisation that has not previously offered City & Guilds qualifications must apply for approval to become a centre. This is known as the **centre approval process (CAP)**. Centres also need approval to offer a specific qualification. This is known as the **qualification approval process (QAP)**, (previously known as scheme approval). In order to offer this qualification, organisations which are not already City & Guilds centres must apply for centre and qualification approval at the same time. Existing City & Guilds centres will only need to apply for qualification approval for the particular qualification.

Full details of the procedures and forms for applying for centre and qualification approval are given in the *Centre Manual - Supporting Customer Excellence*, which is also available on the City & Guilds website.

Regional / national offices will support new centres and appoint a Quality Systems Consultant to guide the centre through the approval process. They will also provide details of the fees applicable for approvals.

Assessments must not be undertaken until qualification approval has been obtained.

City & Guilds reserves the right to withdraw qualification or centre approval for reasons of debt, malpractice or non-compliance with City & Guilds' policies, regulations, requirements, procedures and guidelines, or for any reason that may be detrimental to the maintenance of authentic, reliable and valid qualifications or that may prejudice the name of City & Guilds. Further details of the reasons for suspension and withdrawal of approval, procedures and timescales, are contained in *Centre Manual - Supporting Customer Excellence*.

Approval for global online assessment (GOLA)

In addition to obtaining centre and qualification approval, centres are also required to set up a GOLA profile in order to offer online examinations to learners. Setting up a GOLA profile is a simple process that need only be completed once by the centre.

Details of how to set up the profile and GOLA technical requirements are available on the City & Guilds website (www.cityandguilds.com/e-assessment). The GOLA section of the website also has details of the GOLA helpline for technical queries and downloads for centres and learners about GOLA examinations.

Centres should also refer to *Centre Manual - Supporting Customer Excellence* for further information on GOLA.

Useful contacts

UK learners

E: learnersupport@cityandguilds.com

General qualification information

International learners

F: +44 (0)20 7294 2413

General qualification information

E: intcg@cityandguilds.com

Centres

F: +44 (0)20 7294 2413

Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results

E: centresupport@cityandguilds.com

Single subject qualifications

F: +44 (0)20 7294 2413

Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change

F: +44 (0)20 7294 2404 (BB forms)

E: singlesubjects@cityandguilds.com

International awards

F: +44 (0)20 7294 2413

Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports

E: intops@cityandguilds.com

Walled Garden

F: +44 (0)20 7294 2413

Re-issue of password or username, Technical problems, Entries, Results, GOLLA, Navigation, User/menu option, Problems

E: walledgarden@cityandguilds.com

Employer

T: +44 (0)121 503 8993

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

E: business@cityandguilds.com

Publications

F: +44 (0)20 7294 2413

Logbooks, Centre documents, Forms, Free literature

Published by City & Guilds
1 Giltspur Street
London EC1A 9DD
F +44 (0)20 7294 2413
www.cityandguilds.com

**City & Guilds is a registered charity
established to promote education
and training**

WW-01-4520